O. G. FIG.	SUBCLASS
	CLASS
APPROVED BY	

Fig.1.

| 3 ▨ | DMSU | 2 △ | radio transmitter |

Macro - Cell
6

| 4 | Residential/Garage |

| 5 | Office |

7 Micro - Cell

| | Mobile Customer |

8 Pico - Cell

| | Road |

08/732321

Fig.2.

INTEGRATED FIXED AND MOBILE NETWORK

Fig.4.

INTERAGENT MESSAGES

PARSER — 40

42 — NEGOTIATOR

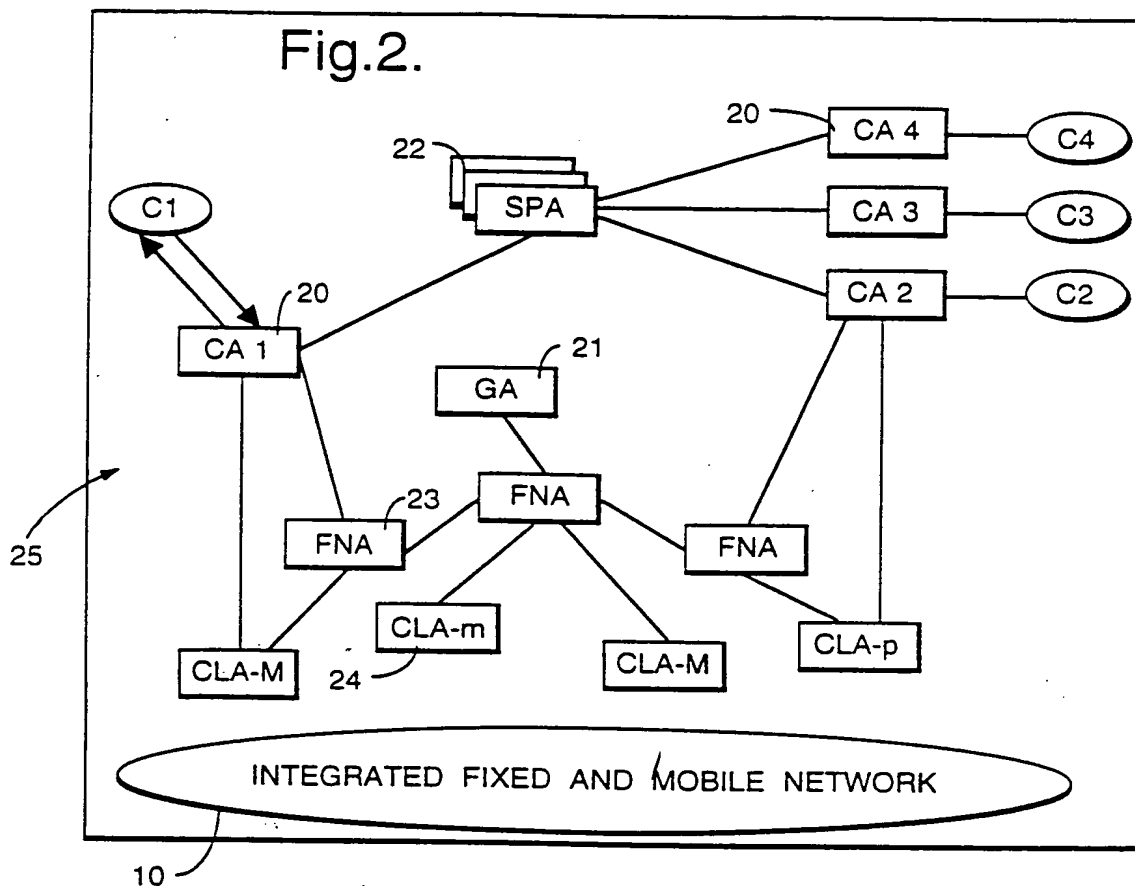44

41 — WORLD VIEW

43 — RESOURCE CONTROLLER

RESOURCE SIGNALS
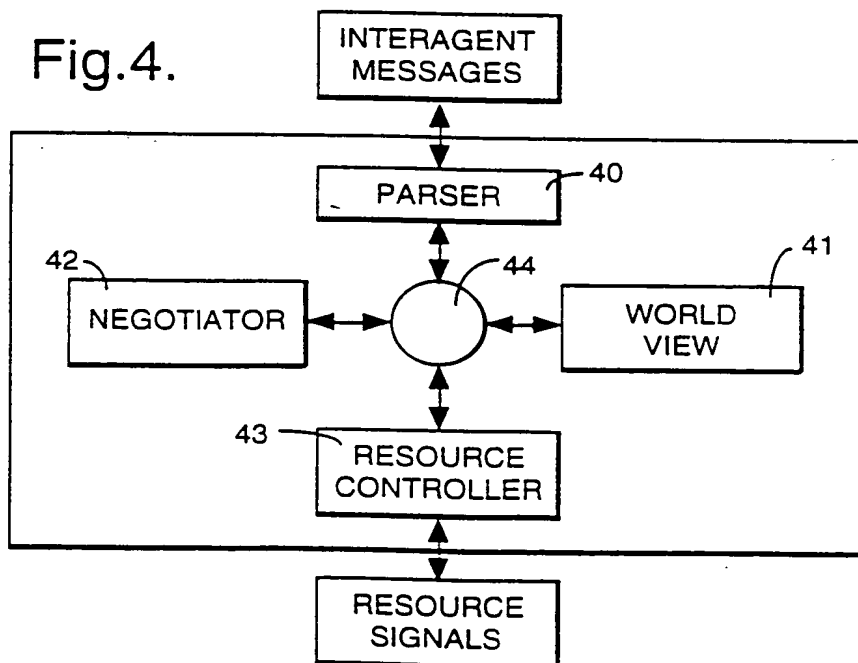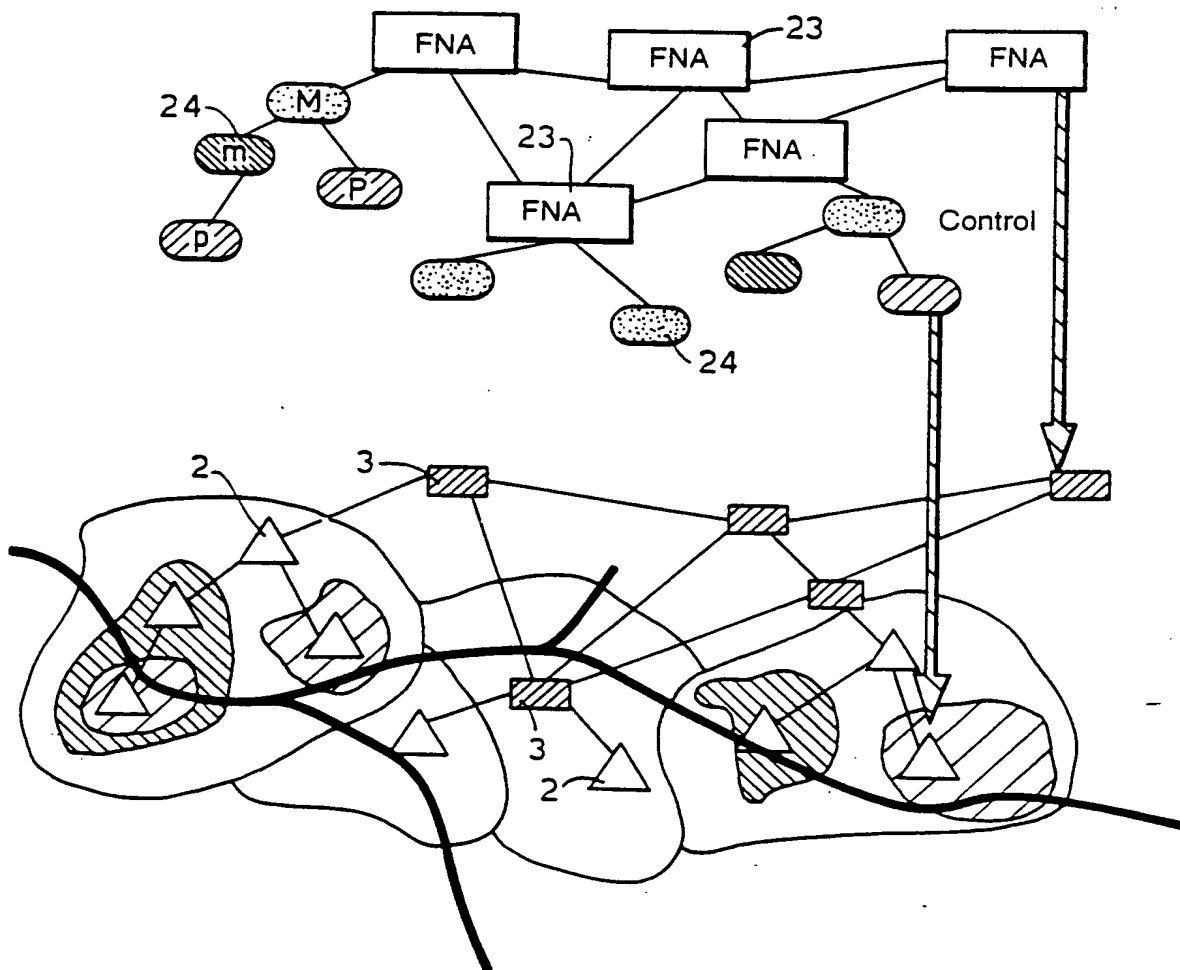
Fig.3.

Fig.5.

STEP 501: the network detects the transfer of customer equipment to a new cell

STEP 502 : the network outputs a resource signal to the resource controller 43 of the cell agent 24

STEP 503 : the resource controller of the cell agent 24 logs an update in the World View of the cell agent 24

STEP 504 : the World View sends the update information to the negotiator of the cell agent 24

STEP 505 : the negotiator 42 generates a capacity-price tuple based on resource availability and sends it to the Customer Agent (CA) 20 for the relevant customer, via the cell agent's parent cell agent where there is one, or directly via the Network Agent 23

STEP 506 : the resource controller 43 of the CA 20 receives the tuple and sends it to the World View of the CA 20

STEP 507 : the World View assesses the services available and advises the negotiator of the CA 20

STEP 508 : the negotiator checks -
- range of services subscribed to
- price limits set by customer
- current business strategies

STEP 509 : negotiator generates list of service - price tuples

STEP 510 : the negotiator of the CA 20 outputs the list to the customer display unit
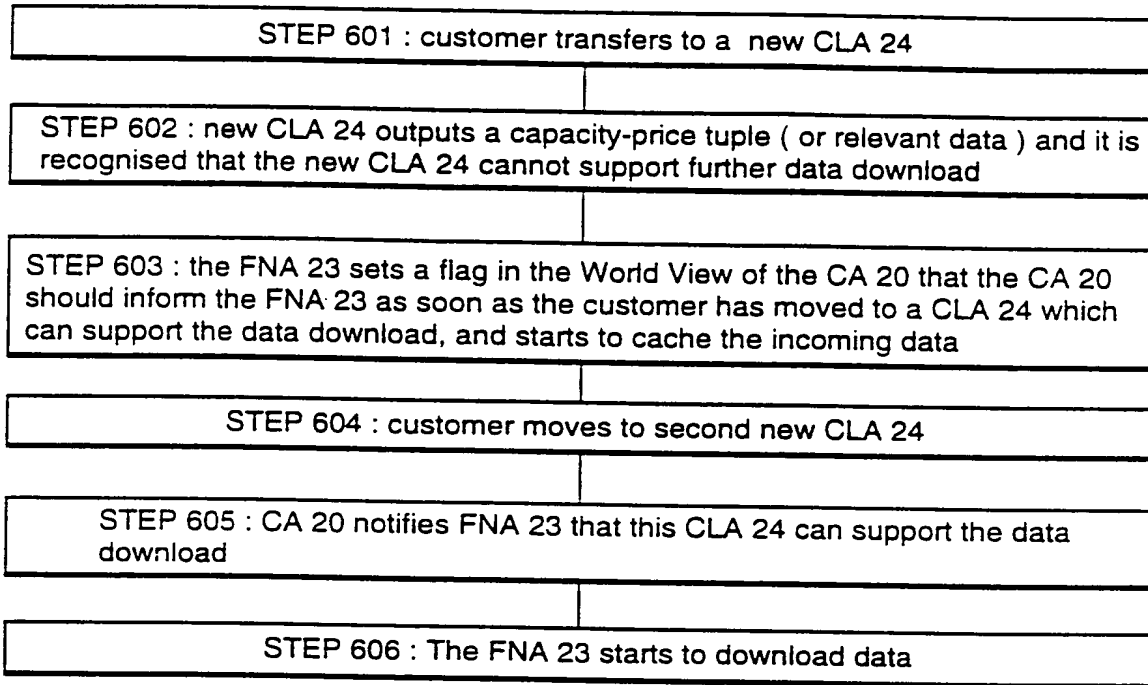
Fig.6.

STEP 601 : customer transfers to a new CLA 24

STEP 602 : new CLA 24 outputs a capacity-price tuple (or relevant data) and it is recognised that the new CLA 24 cannot support further data download

STEP 603 : the FNA 23 sets a flag in the World View of the CA 20 that the CA 20 should inform the FNA 23 as soon as the customer has moved to a CLA 24 which can support the data download, and starts to cache the incoming data

STEP 604 : customer moves to second new CLA 24

STEP 605 : CA 20 notifies FNA 23 that this CLA 24 can support the data download

STEP 606 : The FNA 23 starts to download data

Fig.7.

STEP 701 : customer requests engineer via touch screen

STEP 702 : customer's CA 20 transfers request to an SPA 22 relevant to an engineering service

STEP 703 : the SPA 22 interrogates the customer's CA 20 for further information, such as location and fault description

STEP 704 : the SPA 22 then interrogates each of the engineer's CAs 20, there being a CA 20 allocated to each, to obtain data on the circumstances of each engineer

STEP 705 : the SPA 22 negotiates to decide the best engineer in the circumstances

STEP 706 : the SPA 22 downloads the customer information to the selected engineer's CA 20